



National Finance Center Customer Notification

Date of Notification: September 9, 2010

Subject: Health Benefits Document Issue – Update

Database/Customer(s) Affected: All

Dear Customer:

As stated in the Customer Notification, dated August 31, 2010, an issue was experienced with the FEHB transmission file for PP16. On Monday, August 30, 2010, the U.S. Office of Personnel Management (OPM) notified NFC of a dependent's Date of Birth (DOB) error in its FEHB transmission file for PP16. Approximately 700 employees' SF 2809s (Health Benefits Election forms) were impacted.

This DOB error stopped the processing of an insurance record for the employee, as well as their dependents. Because of this, the employees' and their dependents' insurance records were not forwarded to the appropriate Health Benefits Carrier. On September 4, 2010, OPM initiated a special run to reprocess the 700 employees' SF 2809s. On September 5, 2010, OPM made the file available for Health Benefits Carriers to retrieve and process.

Client Management Branch Dedicated Customer Service Representatives will provide affected agencies with a list of the impacted employees. The list is for informational purposes only; no action is required by the Agency or the employee.

If you have any questions regarding this notification, please contact the NFC Payroll/Personnel Call Center at (800) 981-3026 or (504) 426-6455 (Option 3, then Option 1) or the EmpowHR Help Desk at 1-888-367-6955 or via email at nfcempowhr@usda.gov.

JKC/M3-10-031/049

"Tip of the Week"

Most ABCO bills created in 2010 with unpaid balances as of December 31, 2010, will impact an employee's 2010 W-2. Employees should pay their bills in full before December 31, 2010, to avoid potential increases in federal and/or state taxes. Payments received after December 31, 2010, will NOT be eligible for a Corrected W-2.